

# ***Headquarters U.S. Air Force***

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*Integrity - Service - Excellence*



**Palace HART**  
**(Helping Airmen Recover Together)**

**Brenda J. Liston**  
**Chief, Community Support and Family Readiness**  
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**U.S. AIR FORCE**

# ***Our Expeditionary Airmen***



**Working with Iraqi  
civilians**



**Preparing for travel  
outside the Green Zone**



**Near Camp Victory, Baghdad**

**Working with the  
Iraqi Military**



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# ***Palace HART*** ***(Helping Airmen Recover Together)***

- **AF Severely Injured program;  
key components**
  - Total support from battlefield point of injury to separation and beyond
  - Partner with Family Liaison Officer (FLO) for warm hand-off
  - Case management through the Medical Evaluation Board process
  - Base Airman and Family Readiness Center and AF Personnel Center case management team provide intensive support and advocacy





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## ***Palace HART Goals***

- **Retain combat-wounded disabled members on active duty if at all feasible; either as military or DoD civilian**
- **Assist those who separate or retire with post-AF plans**
  - **Ensure complete counseling on all benefits and services provided by DoD, Department of Veterans Affairs and Department of Labor for medically separated Airmen**
  - **Provide individualized assistance, referral & follow-up**
- **Facilitate civilian employment with the Air Force when desired by Airman**
- **Ensure “Warm Hand-off” at various stages of recovery**
- **No differences in care for Guardsman and Reservists**
- **Case management for 5 years**



# C-17 Aeroevac Mission to Germany





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# ***Family Liaison Officer (FLO) for WIA Airmen***

- **Family Liaison Officer (FLO):**
  - **Connection between the Air Force and family members**
  - **Link to Air Force assistance, support, and services**
    - **Transportation, information, lodging, assistance with administrative details, finance, etc.**
  - **An “interpreter”**
- **Survivor Assistance Program notified of wounded**
- **Air evacuation to Landstuhl Regional Medical Center**
  - **Family Liaison Officer (FLO) appointed by USAFE**
- **Very seriously/seriously injured flown to Andrews AFB**
  - **FLO appointed by Andrews AFB**
- **Treated at medical facility best suited to meet patients’ needs**
- **FLOs assigned at each location**



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## ***Medical Evaluation Board***

- **Referral by Medical Evaluation Board to Informal Physical Evaluation Board triggers Palace HART and a warm hand-off from the FLO**
- **Base-level Case Management Team established for Airman during this process**
  - **Mission Support Commander, A&FRC, Civilian Personnel**
  - **Expanded transition services**
  - **Facilitate federal employment if member desires**





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# ***AFPC Field Activities Division Randolph AFB Texas***

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- **Ensures expanded transition counseling given to members leaving the service**
- **Members referred to and made aware of services/ benefits provided by many organizations, including:**
  - **Veterans' Administration**
  - **Department of Labor**
  - **Palace HART (Helping Airman Recover Together)**
  - **Airman and Family Readiness Center nearest their location**
  - **Air Force OneSource**
  - **Military Severely Injured Joint Support Center**
- **AFPC Field Activities Division Toll-Free Number is provided to Airman and family**





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## ***Continuous Follow-up***

- **AFPC Field Activities Division follows progress with on-going phone contact**
  - **Case manager calls as often as needed; not less than monthly**
  - **Advocates for services and acts on their behalf when appropriate**
  - **Coordinates with closest Airman and Family Readiness Center or other agencies for assistance**
- **Reports to AF on Palace HART separatees for 5 yrs**



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# ***Wounded in Action***



**Kirkuk Iraq**



**Sather Iraq**



**Balad AB**

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# *Airman and Family Readiness Centers*

***“The Resource for the Total Force”***



## Questions?